

Director of People Operations

YWCA Greater Cincinnati focuses its mission on eliminating racism, empowering women, and promoting peace, freedom, dignity, and justice for all. YWCA is looking for a dynamic, organized and people-focused candidate to join the People Operations team as the Director of People Operations. This position provides management, leadership and support to the Human Resources, Operations, IT and Training functions.

Interested applicants should send a cover letter detailing relevant experience along with their resume to Alex Kuhns, Chief Operating Officer, at jobs@ywcacin.org.

PRINCIPAL DUTIES & RESPONSIBILITIES

Operations/Human Resources

- Assists the Chief Operating Officer with various HR functions including but not limited to job postings, applicant intake, new hire onboarding, coordinating and leading orientation, staff check-ins, exit interviews, etc.
- Manage employee relations processes and procedures including but not limited to corrective action, FMLA, Workers' Comp, etc.
- Maintain up to date knowledge on employment law and labor relations policies.
- Manages benefits administration for the agency; leads the annual open enrollment and benefits fair process
- Manage Staff Engagement initiatives by leading the staff-driven committee, assist in coordinating staff events, campaigns and wellness activities
- Operations/IT initiatives and projects including tech equipment deployment
- Performs HRIS data entry, personnel file maintenance and updates employee records
- Maintains confidential personnel files and personnel actions
- Assists with administrative tasks including correspondence, reports and database entry
- Assists employees with basic interpretation of HR policies and procedures
- Reconcile monthly billing/invoicing for People Operations department.
- Advocate for staff concerns and needs.
- Consult with Chief Operating Officer on strategic planning and related initiatives

Reception/Front Desk

- Manages reception function with oversight and support
- Supervise & train staff who execute the reception function

Training

- Oversee Training Committee and project plan
- Receive/track monthly staff training logs in HRIS system for reporting requirements
- Maintain and distribute monthly training calendar regularly
- Monitor and triage correspondence via the training email
- Assist in training registration when requested
- Manage Continued Education process

Key Relationships

Interacts with Chief Operating Officer and all other agency staff

Other duties as needed or assigned by the Chief Operating Officer

QUALIFICATIONS:

Education/Experience

A Bachelor's degree is required. At least five years of human resources/benefits administration related experience. Demonstrates commitment to the YWCA and its mission of the empowerment of women and elimination of racism.

Licenses/Credentials/Certifications

- SHRM certification preferred

Skills/Specialized Knowledge/Abilities

- Able to exhibit a high level of confidentiality
- Proficient in MS office with expertise in Microsoft Word, Outlook, Excel & PowerPoint
- Proficiency in document creation and creative design
- Previous HR experience required
- Proficient in benefits administration
- Excellent facilitation and presentation skills
- Ability to improve efficiency; possesses great organizational skills
- Political and social sensitivity
- Ability to multi-task and work independently
- Excellent written and verbal communication skills
- Ability to work with individuals across the spectrum of gender, race, religion, ethnicity, national origin, sexual orientation and socioeconomic background
- Ability to maintain confidentiality within the guidelines of YWCA confidentiality policy and procedure, particularly as it relates to personnel and client issues.

WORKING CONDITIONS:

Working Hours/Environment

- This position is full time at 37.5 hours per week in a hybrid setting. The main office is located at 898 Walnut Street, Cincinnati, OH 45202. Travel to various work sites is expected based on business needs or requests
- Salary range of \$75,000 - \$85,000

The YWCA Greater Cincinnati provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.